



Executive Office of Public Safety and Security
Department of Criminal Justice Information Services

iCORI Service Training For Organizations



iCORI Service

A secure, web-based service through which organizations will request and receive CORI.

Registration is required and is performed on-line through the iCORI Service.

- Certification is no longer required
- Registration renewal is required annually
- There is no registration fee
- In most cases, results will be returned instantaneously


iCORI can be accessed through the DCJIS homepage – mass.gov/cjis

The following pages describe the processes for registering, for submitting CORI requests, and for viewing CORI results.



Organization Registration - Step 1

Go to the iCORI homepage and click the **Register as an Organization** link.

**iCORI**
Commonwealth of Massachusetts
Department of Criminal Justice Information Services

Home | Help

Welcome to the Massachusetts iCORI System

Welcome to iCORI, a service of the Commonwealth of Massachusetts and the Massachusetts Department of Criminal Justice Information Services (DCJIS).

iCORI provides access to Massachusetts-only criminal offender record information. The data provided is entered and maintained by the Office of the Commissioner of Probation and is not supported by any type of biometric identifier, including fingerprints. While the DCJIS makes every effort to ensure the information provided through this service is as accurate, complete, and up-to-date as possible, it cannot guarantee that data obtained through iCORI is accurate or that it actually belongs to the individual with whom it is associated.

If you have any questions or complaints about this service, please e-mail us at ICORI.INFO@state.ma.us, or call the Constituent Assistance and Research Unit at (617) 660-4640 between 8:00 AM and 6:00 PM Eastern Time, Monday - Friday.

Already have an iCORI Account?

- [Log in to iCORI](#)

New to iCORI?


- [Register as an Individual](#)
- [Register as an Organization](#)

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Organization Registration - Step 2

Select the appropriate Organization Category. Depending upon your selection, you may also have to choose a sub-type and answer one or more questions.



iCORI System
Commonwealth of Massachusetts
Department of Criminal Justice Information Services

[Home](#) | [Help](#)

1 Choose Account Type
2 Enter Account Details
3 Verify and Submit
4 Confirmation

Register as an Organization

[\[Back\]](#)

You have selected to register for an Organization account. Please select the category below that best describes the organization you represent. If you would like to create an account for an individual, please click [here](#).

Advocate/Designated Representative Organization • Organizations whose employees act on behalf of individuals	Consumer Reporting Agency • Consumer Reporting Agencies (TODO)
Employer • Retailers, Manufacturers, Service Providers, etc.	Government Agency • Municipalities, County Agencies, State Agencies, and Federal Government Agencies
Health Care • Hospitals, Clinics, Nursing Homes, Assisted Living Facilities, etc.	Housing • Realtors, Public Housing Authorities, and Property Management Companies
Law Firm • Attorneys, Law Firms, Attorney Partnerships, Attorney Limited Liability Corporations, etc.	Media • Newspapers, News Reporting Agencies, and Individual Reporters
Military Recruiter • TODO	Religious Organization • TODO
School, Educational Institution • Public and Private Schools, Charter Schools, Colleges, Universities, etc.	Volunteer Organization, Camp • Volunteer Organizations and Camps

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Organization Registration - Step 3

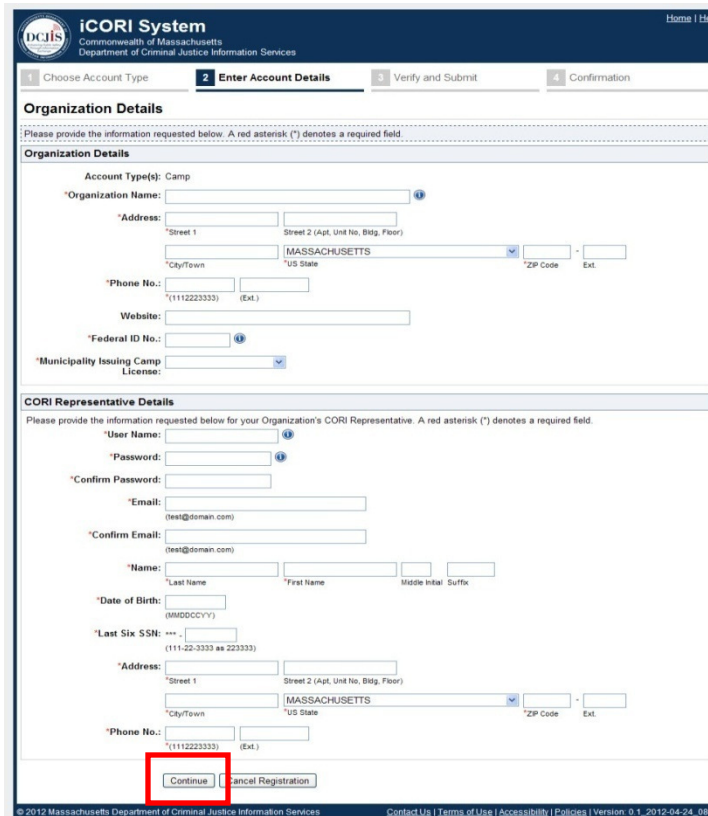
Confirm your account type on the Account Type Confirmation page.
Collect all required information listed on this page.
Click the **Continue** button.

The screenshot shows the iCORI System registration interface. At the top, the DCJIS logo and 'iCORI System' title are visible, along with 'Commonwealth of Massachusetts Department of Criminal Justice Information Services'. A progress bar indicates four steps: 1. Choose Account Type (active), 2. Enter Account Details, 3. Verify and Submit, and 4. Confirmation. The main heading is 'Confirm Account Type(s)'. Below it, a message states: 'You have indicated that you would like to register under the following account types:'. A bulleted list shows 'Camps'. A note follows: 'If this is not accurate, please click the Cancel Registration button below and start over. Before continuing, please make sure you have the following information readily available:'. Two sections of required information are listed: 'Organization Information' (Organization Full Name, Address, Phone Number, Federal ID No., Municipality Issuing Camp License) and 'iCORI Representative Information' (Full Name, Date of Birth, Social Security Number (only the last six digits are required), Address, Phone Number, Valid E-Mail Address). A final note states: 'You will also be required to create a User Name and Password. Finally, you will need to read and agree to the Terms and Conditions as well as review the iCORI Training Documents before submitting your registration.' At the bottom, there are two buttons: 'Continue' (highlighted with a red box) and 'Cancel Registration'. The footer contains copyright information: '© 2012 Massachusetts Department of Criminal Justice Information Services' and links for 'Contact Us', 'Terms of Use', 'Accessibility', and 'Policies', along with a version number 'Version: 0.1_2012-04-24_0800'.

Depending upon your Organization type and sub-type(s) you select, you may be required to provide additional information such as Department of Public Health number

Organization Registration - Step 4

Complete the Organization and CORI Representative Details sections and then Click the **Continue** button.



iCORI System
Commonwealth of Massachusetts
Department of Criminal Justice Information Services

Home | Help

1 Choose Account Type 2 **Enter Account Details** 3 Verify and Submit 4 Confirmation

Organization Details

Please provide the information requested below. A red asterisk (*) denotes a required field.

Organization Details

Account Type(s): Camp

*Organization Name:

*Address:

Street 1: Street 2 (Apt, Unit No, Bldg, Floor):

City/Town: US State: ZIP Code: Ext.:

*Phone No.: (1112223333) (Ext.):

Website:

*Federal ID No.:

*Municipality Issuing Camp License:

CORI Representative Details

Please provide the information requested below for your Organization's CORI Representative. A red asterisk (*) denotes a required field.

*User Name:

*Password:

*Confirm Password:

*Email: (esh@domain.com)

*Confirm Email: (esh@domain.com)

*Name: Last Name First Name Middle Initial Suffix

*Date of Birth: (MMDDCCYY)

*Last Six SSN: (111-22-3333 as 223333)

*Address:

Street 1: Street 2 (Apt, Unit No, Bldg, Floor):

City/Town: US State: ZIP Code: Ext.:

*Phone No.: (1112223333) (Ext.):

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Organization Registration - Step 5

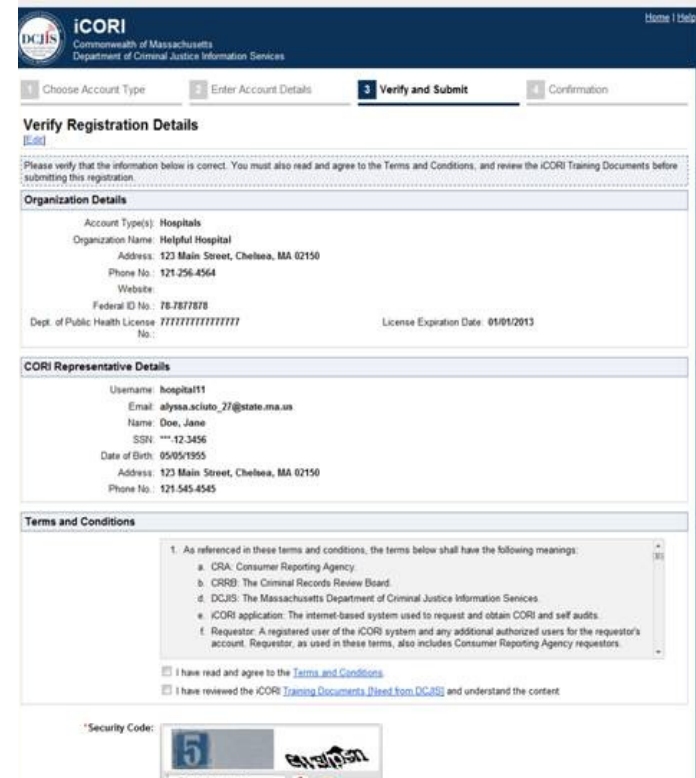
On the Verify Registration Details page, review the iCORI Service Terms and Conditions and the provided training documents.

Click the “I have read and agreed to the Terms and Conditions” and the “I have reviewed the iCORI Training Documents and Understand the Content” check boxes.

Enter the two security check words displayed at the bottom.

Click the **Submit Registration** button.

You will receive a confirmation page.





Organization Registration Activation - Step 1

You will receive an iCORI Account Activation email.

Click the [Log in to iCORI](#) link within the email.

This will bring you to the Activate Account page.



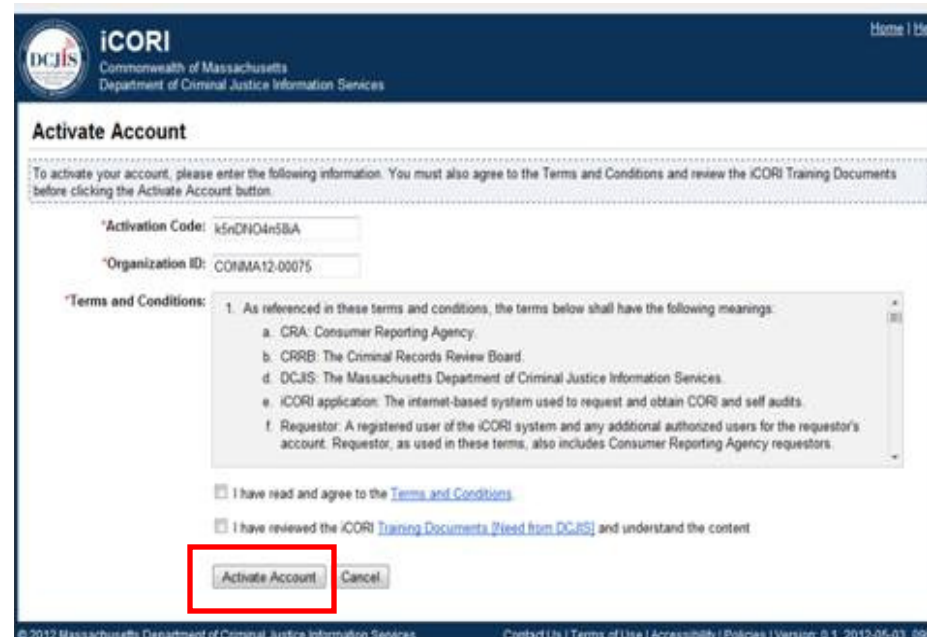
Organization Registration Activation - Step 2

Clicking the [Log in to iCORI](#) link will pre-populate the Activation Code.

Click the “I have read and agree to the Terms and Conditions” and the “I have reviewed the iCORI Training Documents and Understand the Content” check boxes.

Click the **Activate Account** button.

You may now submit CORI Requests.

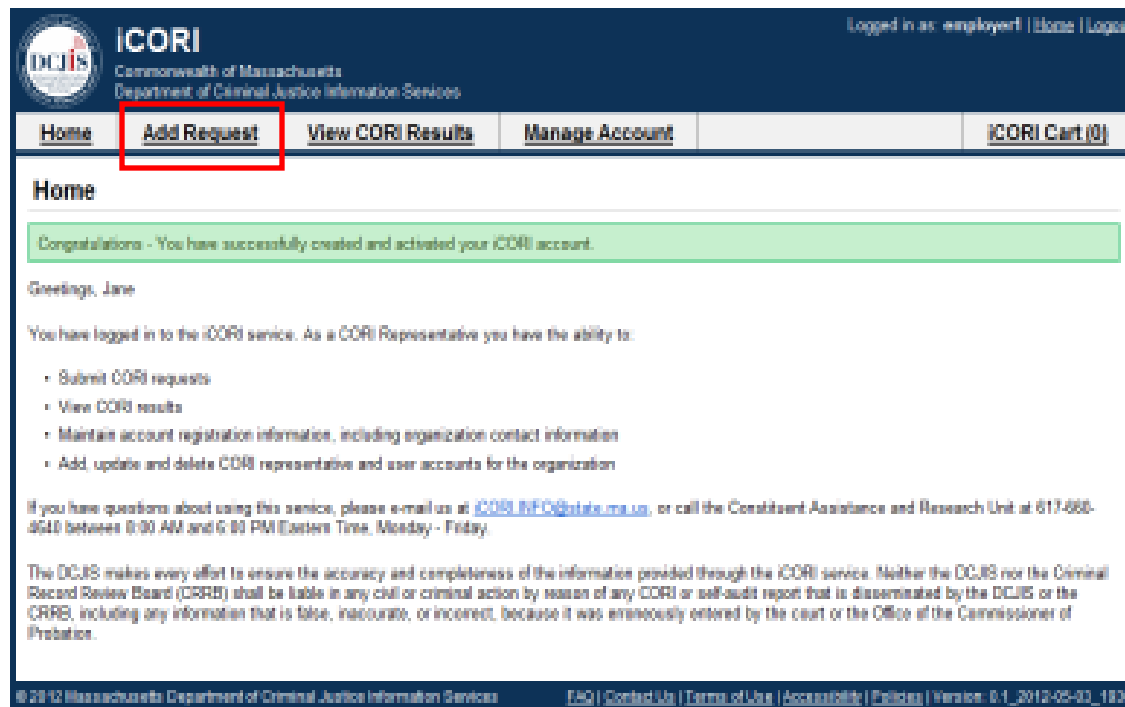


The screenshot displays the 'Activate Account' page for the iCORI system. At the top, the DCJIS logo and 'iCORI Commonwealth of Massachusetts Department of Criminal Justice Information Services' are visible. The page title is 'Activate Account'. Below the title, a message states: 'To activate your account, please enter the following information. You must also agree to the Terms and Conditions and review the iCORI Training Documents before clicking the Activate Account button.' There are two input fields: 'Activation Code' with the value 'k5nDNO4n58A' and 'Organization ID' with the value 'CORIMA12-00075'. Below these fields is a section titled 'Terms and Conditions' containing a list of definitions: 1. As referenced in these terms and conditions, the terms below shall have the following meanings: a. CRA: Consumer Reporting Agency; b. CRRB: The Criminal Records Review Board; c. DCJS: The Massachusetts Department of Criminal Justice Information Services; d. iCORI application: The internet-based system used to request and obtain CORI and self audits; e. Requestor: A registered user of the iCORI system and any additional authorized users for the requestor's account. Requestor, as used in these terms, also includes Consumer Reporting Agency requestors. Below the terms and conditions are two checkboxes: 'I have read and agree to the Terms and Conditions' and 'I have reviewed the iCORI Training Documents [View from DCJIS] and understand the content'. The 'Activate Account' button is highlighted with a red box, and a 'Cancel' button is also present. At the bottom of the page, there is a copyright notice: '© 2012 Massachusetts Department of Criminal Justice Information Services' and a footer with links: 'Contact Us | Terms of Use | Accessibility | Policies | Version: 0.1 2012-05-03 0900'.

Submitting CORI Requests - Step 1

After successfully activating the account, the iCORI homepage will appear.

Select the **Add Request** tab located at the top of the screen.



Submitting CORI Requests - Step 2

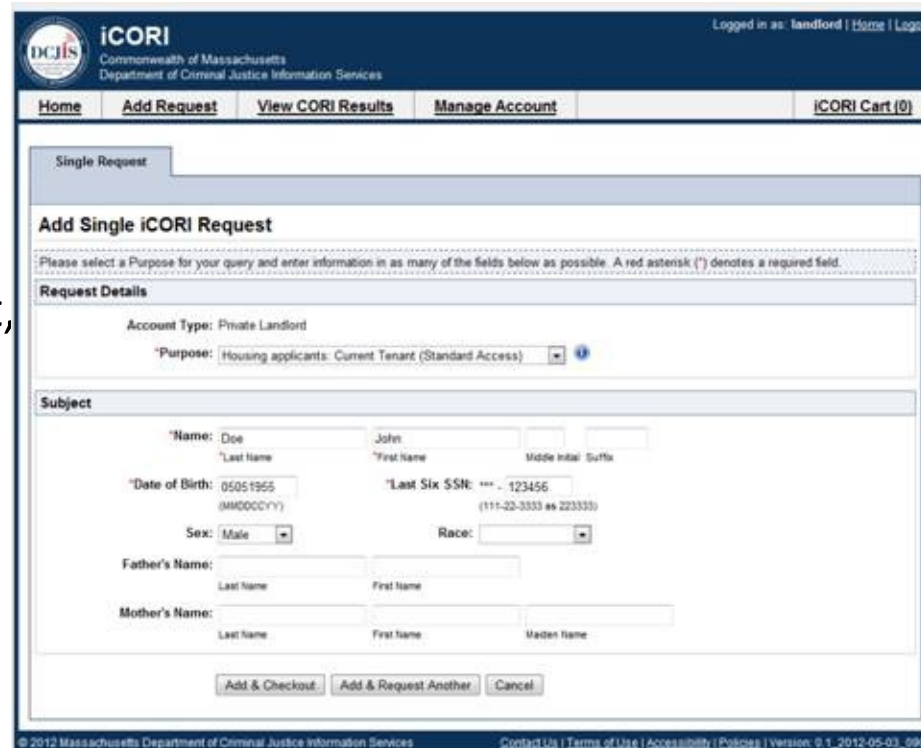
Select the purpose for which you are submitting the CORI request (e.g., employment, housing, etc.).

Complete the Subject Information section.

If you have only one CORI request, click the **Add & Checkout** button.

If you have more than one CORI request, click the **Add & Request Another** button.

Requestors may also submit requests in batches of up to 100 names.



The screenshot displays the iCORI web application interface. At the top, the DCJIS logo and 'iCORI' title are visible, along with a 'Logged in as: landford | Home | Logout' link. A navigation bar includes 'Home', 'Add Request', 'View CORI Results', 'Manage Account', and 'iCORI Cart (0)'. The main content area is titled 'Single Request' and 'Add Single iCORI Request'. It contains a 'Request Details' section with 'Account Type: Private Landlord' and a 'Purpose' dropdown menu set to 'Housing applicants: Current Tenant (Standard Access)'. Below this is the 'Subject' section with fields for 'Name' (Last, First, Middle Initial, Suffix), 'Date of Birth' (MMDDCCYY), 'Last Six SSN' (with a note about redaction), 'Sex', 'Race', 'Father's Name' (Last, First), and 'Mother's Name' (Last, First, Maiden). At the bottom of the form are three buttons: 'Add & Checkout', 'Add & Request Another', and 'Cancel'. The footer contains copyright information and links for 'Contact Us', 'Terms of Use', 'Accessibility', 'Privacy', and 'Version: 0.1_2012-05-03_0900'.

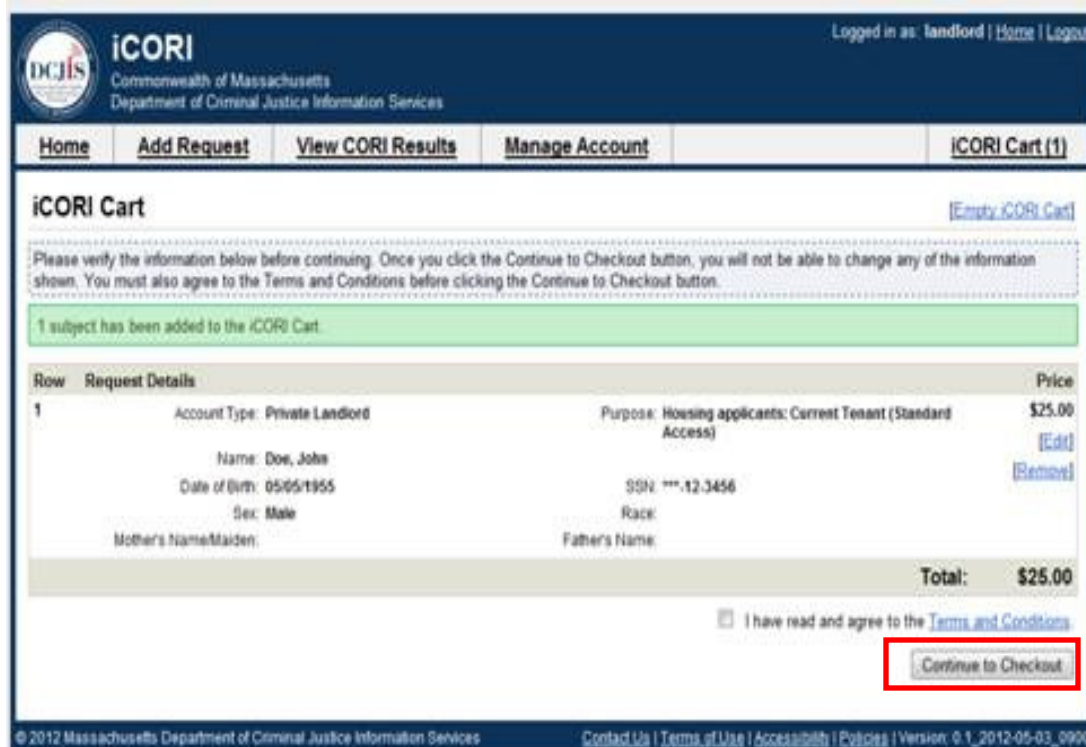
iCORI Payment - Step 1

Once you have submitted all iCORI requests, click on the **Continue to Checkout** button.

You will see details for all of your submitted iCORI requests.

Click the **Terms and Conditions** check box.

Click the **Continue to Checkout** button.



Logged in as: landford | Home | Logout

iCORI
Commonwealth of Massachusetts
Department of Criminal Justice Information Services

[Home](#) [Add Request](#) [View CORI Results](#) [Manage Account](#) [iCORI Cart \(1\)](#)

iCORI Cart [\[Empty iCORI Cart\]](#)

Please verify the information below before continuing. Once you click the Continue to Checkout button, you will not be able to change any of the information shown. You must also agree to the Terms and Conditions before clicking the Continue to Checkout button.

1 subject has been added to the iCORI Cart.

Row	Request Details	Price
1	<p>Account Type: Private Landlord</p> <p>Name: Doe, John</p> <p>Date of Birth: 05/05/1955</p> <p>Sex: Male</p> <p>Mother's Name/Maiden:</p>	<p>Purpose: Housing applicants: Current Tenant (Standard Access)</p> <p>SSN: ***-12-3456</p> <p>Race:</p> <p>Father's Name:</p> <p>[Edit] [Remove]</p>
Total:		\$25.00

☐ I have read and agree to the [Terms and Conditions](#)

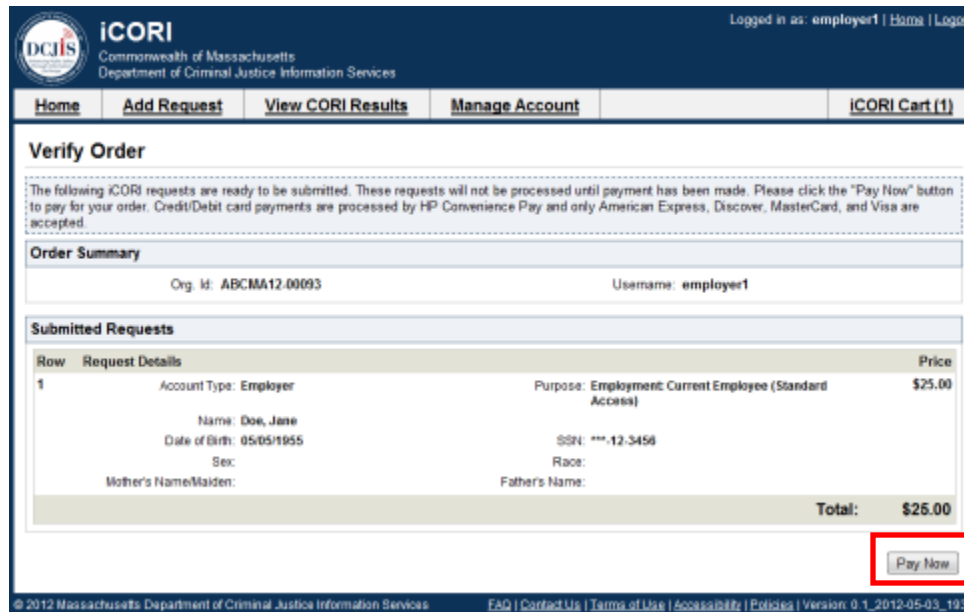
[Continue to Checkout](#)

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iCORI Payment - Step 2

The **Verify Order** page will appear.

Once you have reviewed the information on this page, click the **Pay Now** button.



The screenshot shows the iCORI Verify Order page. At the top, it says "Logged in as: employer1 | Home | Logout". Below the navigation bar, the "Verify Order" section contains a message: "The following iCORI requests are ready to be submitted. These requests will not be processed until payment has been made. Please click the 'Pay Now' button to pay for your order. Credit/Debit card payments are processed by HP Convenience Pay and only American Express, Discover, MasterCard, and Visa are accepted." Below this is an "Order Summary" table with "Org. Id: ABCMA12.00093" and "Username: employer1". Underneath is a "Submitted Requests" table with one row of details for a request. At the bottom right, a "Pay Now" button is highlighted with a red box.

Row	Request Details	Price
1	Account Type: Employer Name: Doe, Jane Date of Birth: 05/05/1955 Sex: Mother's Name/Maiden: Purpose: Employment: Current Employee (Standard Access) SSN: ***-12-3456 Race: Father's Name:	\$25.00
Total:		\$25.00

iCORI Payment - Step 3

You will need to complete the payment page.

You must pay using a credit card. The following types of cards will be accepted:

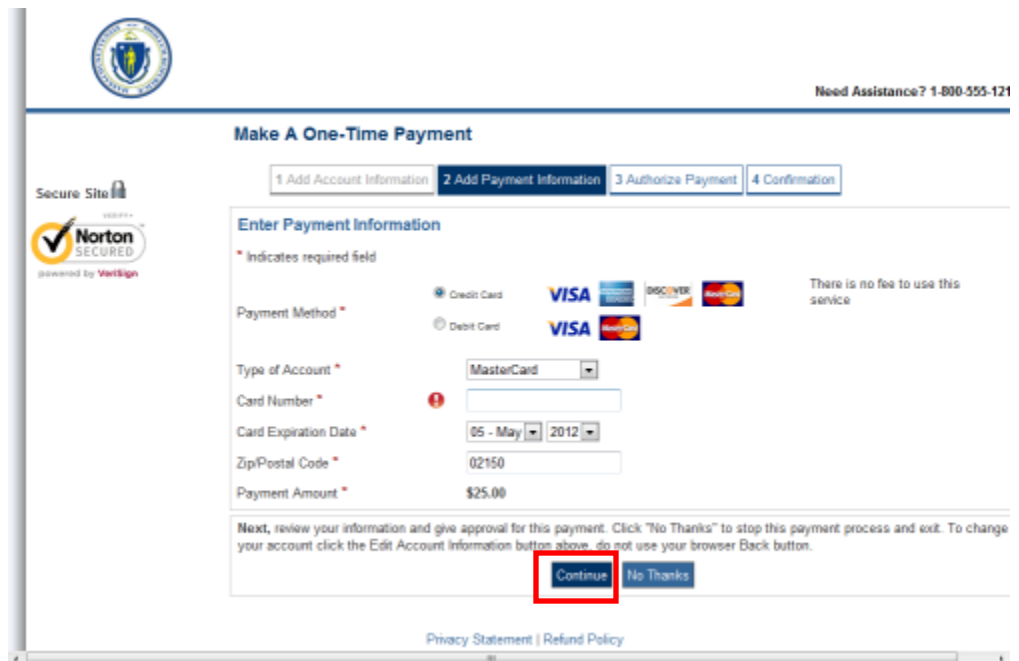
Visa

Mastercard

Discovery

American Express

Click the **Continue** button.



The screenshot shows the 'Make A One-Time Payment' page. At the top, there is a progress bar with four steps: 1 Add Account Information, 2 Add Payment Information (current step), 3 Authorize Payment, and 4 Confirmation. The page includes security logos for 'Secure Site' and 'Norton SECURED powered by VeriSign'. The 'Enter Payment Information' section contains the following fields:

- Payment Method:** Radio buttons for 'Credit Card' (selected) and 'Debit Card'. Logos for VISA, DISCOVER, and MasterCard are shown.
- Type of Account:** A dropdown menu set to 'MasterCard'.
- Card Number:** A text input field with a red error icon.
- Card Expiration Date:** Two dropdown menus showing '05 - May' and '2012'.
- Zip/Postal Code:** A text input field showing '02150'.
- Payment Amount:** A text input field showing '\$25.00'.

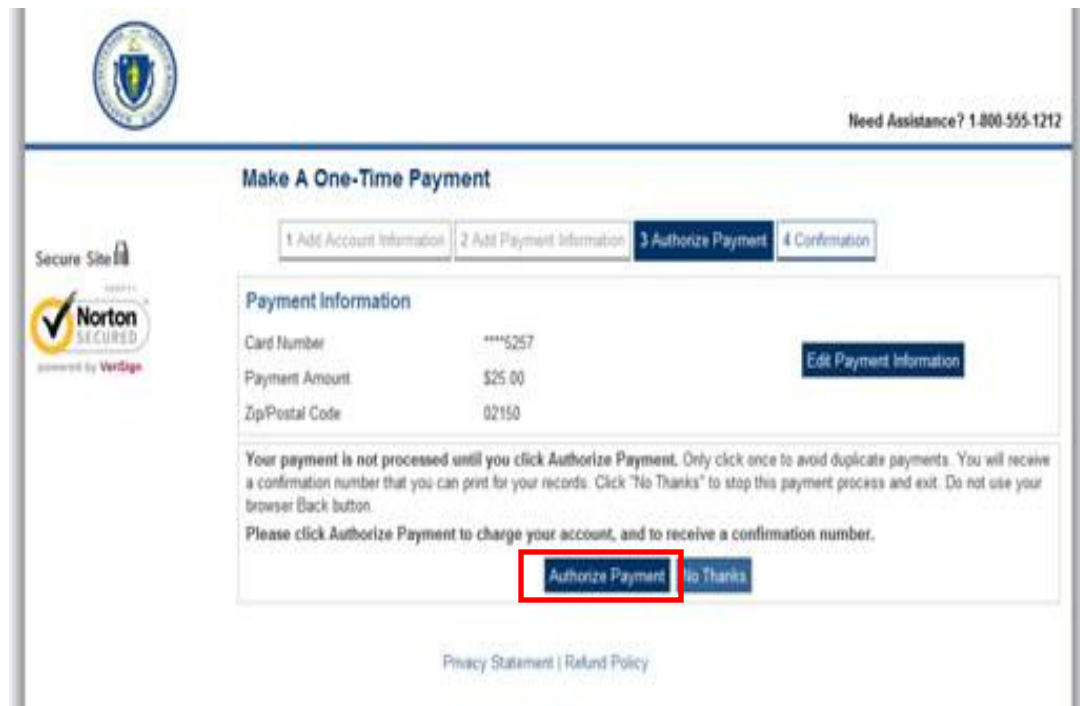
Below the fields, a message states: 'Next, review your information and give approval for this payment. Click "No Thanks" to stop this payment process and exit. To change your account click the Edit Account Information button above, do not use your browser Back button.' At the bottom right, there are two buttons: 'Continue' (highlighted with a red box) and 'No Thanks'.

iCORI Payment - Step 4

Verify your payment information.

Click on the **Authorize Payment** button.

Your order is now completed.
An Order Summary will be sent
to the e-mail address provided
during registration.



The screenshot displays the 'Make A One-Time Payment' interface. At the top, there is a navigation bar with four steps: '1 Add Account Information', '2 Add Payment Information', '3 Authorize Payment' (which is the active step), and '4 Confirmation'. Below this, the 'Payment Information' section shows the following details: Card Number (****5257), Payment Amount (\$25.00), and Zip/Postal Code (02150). An 'Edit Payment Information' button is located to the right of these details. A warning message states: 'Your payment is not processed until you click Authorize Payment. Only click once to avoid duplicate payments. You will receive a confirmation number that you can print for your records. Click "No Thanks" to stop this payment process and exit. Do not use your browser Back button.' Below this message, the 'Authorize Payment' button is highlighted with a red box, and a 'No Thanks' button is also visible. At the bottom of the page, there are links for 'Privacy Statement' and 'Refund Policy'.

Viewing iCORI Results

To view your results, click on the **View CORI Results** tab located at the top of your iCORI homepage.

A list of submitted CORI requests, along with the status of each, will be displayed.

Completed requests can be viewed by clicking the **View** link next to the result.

Results can also be downloaded by clicking the check box next to the request and then clicking the **Download** Button.

To remove a request from the list, click the **Remove** button.



Logged in as: reportagency | Home | Logout

Home Add Request **View CORI Results** Manage Account ICORI Cart (0)

CORI Results List [Refresh Results] [Add Filter] [Download] [Remove]

All submitted CORI requests are listed below. The status of each request is also shown. If you have requests that are Pending, please check back regularly until they have been marked Complete. If you have any questions regarding your CORI request(s), please e-mail us at ICORI.INFO@state.ma.us, or call the Constituent Assistance and Research Unit at (617) 660-4640 between 8:00 AM and 6:00 PM Eastern Time, Monday - Friday.

Row	<input type="checkbox"/> Request Date/Time	Subject	Subject DOB	Subject SSN	Status	Available Until	Request Order ID	Request ID	Action
1	<input type="checkbox"/> 05/03/2012 11:45	Doe, John	05/05/1955	***-12-3456	Completed Distribution - Electronic	10/30/2012 11:45	12-00359	E12RE1-00001243	[View]

[Refresh Results] [Add Filter] [Download] [Remove]

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iCORI Response (pg 1)



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY
Department of Criminal Justice Information Services
200 Arlington Street, Suite 2200, Chelsea, MA 02150, MASS.GOV/CJIS
TEL: 617-660-4600 | TTY: 617-660-4606 | FAX: 617-660-4613



Massachusetts Criminal Offender Record Information (CORI)

The information provided within this response contains only Massachusetts criminal offender record information and is based on the statutory access of the requestor. Unauthorized access, use or dissemination of this information is prohibited under Massachusetts General Law.

This information is not fingerprint-supported and may not actually relate to the person whose information you are seeking. Individuals who believe there may be a discrepancy within this record should contact the Department of Criminal Justice Information Services (DCJIS).

This Massachusetts CORI was generated on 03/19/2012 19:17 as the response to your request submitted on 03/07/2012 08:51 with the following details:

Request Details

Request ID: E12REQ2-00000116	Request Date/Time: 03/07/2012 08:51
Name: RECORD, TEST	
Date of Birth: 01/13/1929	SSN: ***-12-1234
Sex:	Race:
Father's Name:	Mother's Name:

Response Summary

The following matching subject(s) have been found. Full subject and offense information for each matching subject is contained within this response.

Name	Date of Birth	PCF Number
RECORD, TEST	01/13/1929	1293

Details on
entered Subject
request

Section showing
matching subject
information

Footer displays
requestor
information

Request ID: E12REQ2-00000116
Requested By: 123 School
Date Generated: 03/19/2012 19:17



Enhancing Public Safety Through Information Exchange

Page: 1 of 4



iCORI Response (pg 2)



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY
Department of Criminal Justice Information Services
200 Arlington Street, Suite 2200, Chelsea, MA 02150, MASS.GOV/CJIS
TEL: 617-660-4600 | TTY: 617-660-4606 | FAX: 617-660-4613



Massachusetts Criminal Offender Record Information (CORI)

Legal disclaimer and terms

The information contained in this response is the result of an exact match of the subject's name, date of birth, and last six digits of his or her social security number (if applicable), as submitted by the requestor, to information contained in the Massachusetts CORI database. The requestor is responsible for verifying the subject's identifying information with an acceptable type of government-issued identification at the time of its submission to the DCJIS, as well as for verifying that the identifying information contained in this record relates to the subject.

This report contains only criminal offender record information that is maintained in the Massachusetts CORI database and does not contain criminal offender record information from other states or sources. This response contains only that CORI to which the requestor is statutorily entitled, based on information provided by the requestor at the time of request.

The information contained in this CORI report is created and provided by entities other than the DCJIS. The DCJIS is not responsible for incorrect or incomplete information contained herein, or for any omissions from the contributing entities.

This CORI report is confidential. Any unauthorized access to, or dissemination of this document or the information contained therein is subject to the civil penalties set forth in M.G.L. c. 6, §168, and the criminal penalties set forth in M.G.L. c. 6, §178. Civil penalties include suspension or revocation of CORI access and monetary fines up to \$5,000 for each violation. Criminal penalties include monetary fines up to \$50,000, incarceration in a house of correction for up to one year, or both a fine and incarceration.

Request ID: E12REQ1-00000116
Requested By: 123 School

Date Generated: 03/19/2012 19:25



Page: 2 of 4






iCORI Response (pg 3)

Matching subject information

Pending case

Non-conviction

	<p>THE COMMONWEALTH OF MASSACHUSETTS EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY Department of Criminal Justice Information Services 200 Arlington Street, Suite 2200, Chelsea, MA 02150, MASS.GOV/CJIS TEL: 617-660-4600 TTY: 617-660-4606 FAX: 617-660-4613</p>	
<hr/>		
<p align="center">Massachusetts Criminal Offender Record Information (CORI)</p>		
<hr/>		
Subject 1 of 1		PCF Number: 1293
<hr/>		
Name: RECORD, TEST		
Date of Birth: 01/13/1929	SSN:	
Sex: MALE	Place of Birth:	
Height: 600	Weight: 200	
Hair Color: BROWN	Eye Color: BLUE	
Address: 1 MAIN ST BOSTON MA		
Father's Name: TEST TEST	Mother's Name: TEST TEST	
<hr/>		
Adult Offender Offenses		
<hr/>		
Court Appearance 1 of 5		Appearance Date: 05/04/2012
<hr/>		
Offense 1 of 1		
Docket Number: 3911ZZA	Case Status: OPEN	
Offense Type: MISDEMEANOR		
Offense Literal: OPER UND INFL OF LIQ		
Offense Description: 1ST OFFENSE		
Court Name: WORCESTER DISTRICT	Court Phone:	
Police Dept.:	Police Dept. Phone:	
Disposition Type: PENDING	Disposition Date: UNKNOWN	
Incarcerated: N/A	Incar. Release Date: N/A	
<hr/>		
Court Appearance 2 of 5		Appearance Date: 03/04/2009
<hr/>		
Offense 1 of 1		
Docket Number: 1150CR001891A	Case Status: CLOSED	
Offense Type: MISDEMEANOR		
Offense Literal: DISTURBING THE PEACE(BREACH)		
Offense Description:		
Court Name: MALDEN DISTRICT	Court Phone:	
Police Dept.:	Police Dept. Phone:	
Disposition Type: NON CONVICTION	Disposition Date: UNKNOWN	
Incarcerated: N/A	Incar. Release Date: N/A	
<hr/>		
Court Appearance 3 of 5		Appearance Date: 01/01/2005
<hr/>		
Offense 1 of 2		
Docket Number: 86CR4494E	Case Status: CLOSED	
Offense Type: MISDEMEANOR		
Offense Literal: RECEIVING STOLEN PROPERTY		
Offense Description: UNDER		
<hr/>		
Request ID: E12REQ2-00000116		
Requested By: 123 School		
Date Generated: 03/20/2012 13:35		
 Enhancing Public Safety Through Information Exchange		
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iCORI Response (pg 4)



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY
Department of Criminal Justice Information Services
200 Arlington Street, Suite 2200, Chelsea, MA 02150, MASS.GOV/CJIS
TEL: 617-660-4600 | TTY: 617-660-4606 | FAX: 617-660-4613



Massachusetts Criminal Offender Record Information (CORI)

Court Name: CHARLESTOWN DISTRICT
Police Dept.:
Disposition Type: CONVICTION
Incarcerated: NO
Court Phone:
Police Dept. Phone:
Disposition Date: 06/01/2005
Incar. Release Date: N/A

Offense 2 of 2

Docket Number: 1773658ZZ
Offense Type: MISDEMEANOR
Offense Literal: THREATENING
Offense Description: ASSAULT
Case Status: CLOSED
Court Name: MALDEN DISTRICT
Police Dept.:
Disposition Type: NON CONVICTION
Incarcerated: N/A
Court Phone:
Police Dept. Phone:
Disposition Date: UNKNOWN
Incar. Release Date: N/A

Court Appearance 4 of 5
Appearance Date: 02/02/1998

Offense 1 of 1

Docket Number: 0914CR003272A
Offense Type: FELONY
Offense Literal: FIREARM VIOLATION(SPECIFY)
Offense Description: POSS
Case Status: CLOSED
Court Name: CHELSEA DISTRICT
Police Dept.:
Disposition Type: CONVICTION
Incarcerated: YES
Court Phone:
Police Dept. Phone:
Disposition Date: UNKNOWN
Incar. Release Date: 10/01/1998

Court Appearance 5 of 5
Appearance Date: 09/05/1985

Offense 1 of 1

Docket Number: 045588
Offense Type: FELONY
Offense Literal: MANSLAUGHTER
Offense Description:
Case Status: CLOSED
Court Name: SUFFOLK SUPERIOR
Police Dept.:
Disposition Type: CONVICTION
Incarcerated: YES
Court Phone:
Police Dept. Phone:
Disposition Date: UNKNOWN
Incar. Release Date: 06/14/1992

Conviction

Manslaughter conviction

Request ID: E12REQ2-00000116
Requested By: 123 School

Date Generated: 03/20/2012 13:35



Page: 4 of 4